

Benton-Franklin ABCD Dental Program

Quarterly Report

April 01, 2002 through June 30, 2002

Listed below are highlights for April-June Activities/Accomplishments, involving client enrollments, outreach, education, community activities and other activities undertaken by the Health District. At the end of June, ABCD total enrollments have reached over _____.

This is followed by future activities highlighting upcoming projects and activities.

April 01, 2002 through June 30, 2002 activities/accomplishments:

- **Enrollments** – The health services worker has been doing enrollments on Mondays, Wednesdays and Fridays at the various Health District offices. We now have a computerized scheduling program that allows appointments to be made from any health district office. This has made scheduling enrollment appointments much easier for everyone. Spanish speaking clients make appointments through the Pasco office where there is bilingual staff. Through the work of the health services worker and the coordinator _ _ _ children were enrolled this quarter. The coordinator and health services worker are also working closely with several ABCD providers to enroll many of the DSHS clients that were existing patients in their offices prior to ABCD. Smile Savers has invited the health services worker into their office to enroll these patients. This has proved to be very beneficial for both the clients and providers and has been well received by the dental providers.
- **Client Relations**-The health services worker has begun a new project to ensure our clients are making their first dental appointment. A list was created of all the clients that have not made a first appointment or we have not received verification on the first appointment from the dental offices. The health services worker is now calling all clients to verify whether or not their child has seen a dentist. She will then follow up with the dental office's to get dates on appointments.
- **Provider Relations** – The coordinator and health services worker have been in close contact with many of the dental providers in the program. Some of the issues that have been resolved, with the assistance of DSHS Dental Program Manager Carree Moore, are obtaining provider numbers, billing assistance (both “how to’s” and familiarizing them with the DSHS Billing Instructions), answering questions regarding client eligibility, and informing providers of upcoming training sessions. A new tracking system has been incorporated and has so far proven effective. Over 200 appointments have been tracked since April 1st. The providers also find the sign in sheets at lot more convenient.
- **ECEAP Family Picnic** -- The health services worker participated in the Family Picnic and health fair providing ABCD and oral health information to the families in attendance in addition to providing the opportunity to enroll on site. Participation by the ABCD staff was well received.

- **ECEAP 2002-2003 Year Enrollments** – The health services worker was on site for the next year enrollments to enroll new clients into the ABCD program. Several children were enrolled.
- **Enrollment Packet Revisions** – The coordinator and health services worker have been reviewing the written materials that are given to clients during the enrollment process. It was felt that some materials were redundant. Some of the revised materials will be used in a smaller enrollment packet to be given to clients. Others will be test run as reminders to clients to be sure to actually make their dental appointments after they enroll—this has been recognized as a problem when talking with clients during WIC appointments. Through some of the new materials the ABCD staff hopes to impress upon clients the importance of good oral health and dental visits. New ideas for the enrollment packet were gained at the quarterly ABCD Coordinators meeting on June 3rd.
- **Program Sustainability** – The ABCD Planning Committee formed a sustainability sub-committee in December. The sub-committee has met several times and assigned tasks in order to reach its goal of continued funding for the ABCD program.
- **Participation on the Dental Task Force** – The program coordinator, Laurie Ghigleri, and the planning committee chair, Ron Snyder, both are active members of the Dental Task Force.
- **Benton Franklin ABCD Advisory Committee**
The Advisory Committee met on Tuesday May 14, 2002 at 6pm at the office of Larry Loveridge. The committee discussed sustainability issues, marketing ideas, and tracking of program statistics.
- **Lourdes Hospital Teddy Bear Clinic** – This annual event was held in April and, once again, the ABCD staff participated. The aim of the Teddy Bear clinic is to familiarize children ages 0-6 with the procedures that occur during medical and dental appointments. Children bring their Teddy Bears to “appointments” and get to watch their bears being “treated” so that they, themselves, will not be unsure or afraid when they have appointments. The health services worker handed out information, and demonstrated the knee-to-knee exams. ABCD cards were given to the teachers to be sent home with the children.
- **ABCD Provider Training**- Thirty oral health professionals attended the May 3rd Benton-Franklin ABCD training. Our new ABCD providers are as follows:

Dr. Robert Turnage (Ellensburg)	Dr. Robert Larson (Sunnyside)
Dr. Craig Ehlinger (Spokane)	Dr. Derek Thompson (Smile Savers-Yakima)
Dr. Greg Johnson (Kennewick)	Dr. George Lambson (Smile Savers-Pasco)
Dr. Christina Pace (Smile Savers-Pasco)	

The training also provided attendees an opportunity to network with one another. This has resulted in ABCD staff being able to enroll a large number of clients at the Smile Savers clinic in Pasco.

Future Activities:

A full-time health services worker has been hired. As staff are trained and learn even more about the program the number of outreach activities will increase dramatically.

Detailed below are plans for future activities:

- **Program Enrollments**

The Health Services Worker will be providing enrollment sessions at a variety of locations including, but not limited to, the three Benton Franklin Health District offices, ECEAP, Head Start and Smile Savers. Families are provided with program information and particulars, transportation assistance information, interpreter services information, a list of ABCD providers, and information regarding the importance of early and regular preventive dental care/visits for children. The Health Services Worker has increased the number of enrollment days.

- **Provider Relations**

Areas of assistance that staff provides are billing inquiries, case management, delivery of ABCD Essentials packets, and other services as the needs arise. We are trial running a new tracking system for appointments made by enrollees. Previously we were using tracking post cards which failed to be effective due to offices not remembering them or being unwilling to fill them out and turn back in to the Health District. We have created a sign-in sheet and clip board for every provider office. We will be picking up the filled out sheets on our once a month visits to the dental office. Dental office staff members are also encouraged to call the coordinator with any questions or needs as necessary.

- **Oral Health Networking Opportunities**

The coordinator, health services worker and the program supervisor, Annie Goodwin, continue to attend and participate in a variety of meetings that provide networking opportunities for integrating oral health and ABCD into total health. These include meetings of the Cavity Free Kids Consulting Council, the Tri-Cities Health Care Task Force, the Head Start Advisory Committee, the ABCD Coordinators, WIC, ECEAP, and the Columbia Basin Dental Hygienists' Society. The coordinator also hopes to speak at the Benton Franklin Dental Society meeting in the near future.

- **Program Marketing** – The Coordinator and Health Services Worker have been reviewing the existing marketing materials and contacts and plan to put much effort into marketing outside of the Health District and related agencies (ie: ECEAP, Headstart). Although these types of agencies are very helpful, and there is every intention to continue to coordinate with them, the marketing effort needs to be much more broad-based than currently exists. It is hoped to find avenues to market the ABCD program to groups like our growing Russian population, teen parents, and out-lying communities in Benton and Franklin counties. The health services worker has contacted a number of daycares in Benton and Franklin counties and plans on doing presentations at their in-services. The coordinator and health services worker have created and are revising a PowerPoint presentation.

Head Start Enrollments- The Health Services Worker will be attending the Head Start meeting on July 12, 2002. We will be discussing the best time and place to participate at their 2002-2003 enrollments.

BENTON-FRANKLIN ABCD

Program Goals and Statistics

As of June, 29 2002

1. Number Of Clients Enrolled Compared To Goals

Clients enrolled: 2911 (97% of three year goal of 3000)

2. Number Of Participating Dentists Compared To Goals

Participating dentists: 31 (60% of three year goal)

Goal: 75% in three years out of the approx. 55 total pool. This equates to 41 participating dentists.

Note: not all 31 dentists appear on the list given to clients as several have asked to be taken off the list for a few months until their client load lightens. They are still ABCD providers and see ABCD clients however.

3. Appointments Made (Tracked Via Postcards Returned From Dental Offices)

Appointments made: 677 (23% of enrollees)

4. Rate Of No-Shows (Tracked Via Postcards Returned From Dental Offices)

Rate of No-Shows: 4.8% (33)

5. Outreach And Education Compared To Goals

See text of report for details

6. Community Activities Compared To Goals

See text of report for details

Note: Reporting of appointments made and no-shows has been contingent upon information provided by dental offices. This system of reporting via tracking postcards is not proving to be reliable and, as such, the data is currently incomplete. The coordinator is exploring other methods of obtaining the information, such as picking up the postcards during visits to each office versus requiring the office to mail each card individually, and hopes to do a trial-run soon. It is also hoped that some of the "appointments made" data can be obtained from DSHS.